



Call for Papers

International Workshop on Analytics for Service and Application Management

AnServApp 2019

Halifax, Canada, 21 October 2019

Co-located with CNSM 2019

<http://www.cnsm-conf.org/2019/anservapp2019.html>

With quintillions of data bytes created daily, analytics can play a significant role in improving the implementation, management and delivery of information technology services. Approaches such as statistical analysis, data mining, and machine learning are promising mechanisms to harness this immense stream of service and application data to meet the needs of an organization. The main goal of AnServApp is to present research and work-in-progress results in the area of data analytics, machine learning and cognitive science for service and application management.

Topics of interest include but are not limited to:

- AI/ML powered ticket resolution
- Event log analysis
- Knowledge management
- Predictive maintenance
- Asset tracking and provisioning
- Workload optimization
- Sentiment analysis
- Social media

Paper Submissions:

Authors are invited to submit original unpublished papers not under review elsewhere. Submissions will be subjected to a peer-review process. Regular papers should be submitted in IEEE 2-column format, not exceeding 6 pages. Papers accepted and presented at AnServApp will be published open access on the conference Web site with IFIP copyright, and will be submitted for possible inclusion in IEEE Xplore, ACM and IFIP Digital Libraries.

The workshop attendees will be stimulated to participate in interesting discussions. To this end, short papers describing late-breaking advances and work-in-progress reports from ongoing research are also welcomed. These should also be in IEEE 2-column format between 2 to 4 pages in length.

Workshop Co-chairs:

Khurram Aziz, Dalhousie University, Canada

Pal Varga, Budapest University of Technology and Economics, Hungary

Rita Orji, Dalhousie University, Canada

Ashiq Anjum, University of Derby, UK

Important Dates:

Paper Submission: July 15, August 10, 2019

Acceptance Notification: September 02, 2019

Camera Ready Submission: September 16, 2019

Workshop Date: October 21, 2019

Submit papers in pdf format to:

<http://edas.info/N26361>